CATERING URN

Model Number: IG4008 / IG4015 / IG4020 / IG4030

INSTRUCTIONS FOR USE

Thank you for purchasing this product.
Please read these instructions carefully before use

Having trouble with your Urn? …

Try our troubleshooting guide on page 5.

If that does not solve the issue contact us …

Guarantee Information

This product is guaranteed for a period of 12 months from the date of purchase against mechanical and electrical defects.

If you experience any problems with this product please do not return to the retailer. Call our Customer Service department on 01473 271 272 or email us at info@igenix.co.uk

Please quote the model number which begins **IG**, the 'Batch Number' beginning **'5'** and give details of the exact fault. We will then decide whether to repair or replace the item.

You will be required to return a copy of your proof of purchase. Please retain your original.

If an item is replaced within the agreed guarantee period, the guarantee for the replacement item will be calculated from the purchase date of the original.

Before calling the Customer Service number please ensure you have checked the Troubleshooting guide on page 5.

Disclaimer

Updates to hardware components are made regularly. Therefore some of the instructions, specifications and pictures in this documentation may differ slightly from your particular situation. All items described in this guide are for illustration purposes only and may not apply to your particular situation. No legal right or entitlements may be obtained from the description made in this manual.

Disposal of Old Electrical Appliances

The European Directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE), requires that old household electrical appliances must not be disposed of in normal unsorted municipal waste. Old appliances must be collected separately in order to optimise the recovery and recycling of the materials they contain and reduce the impact on human health and the environment. The crossed out "wheeled bin" symbol on the product reminds you of your obligation, that when you dispose of the appliance it must be separately collected. Consumers should contact their local authority or retailer for information concerning the correct disposal of their old appliance.

SPECIFICATIONS

Product	Capacity (Litres)	Wattage	Voltage
IG4008	8.8	950	220 – 240V ~ 50Hz
IG4015	15	1650	220 – 240V ~ 50Hz
IG4020	20	1650	220 – 240V ~ 50Hz
IG4030	30	2500	220 – 240V ~ 50Hz

SAFETY INSTRUCTIONS

Important: This appliance is not intended for use by persons including children with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliances by a person responsible for their safety.

1. Read these instructions before use and keep in a safe place.
2. Ensure that the electricity supply in your home is rated at 220 - 240 volts before operating the urn.
3. Children should be supervised to ensure that they do not play with the urn.
4. This urn is designed for indoor use only and must not be used or stored outside.
5. Always unplug the appliance before attempting to move it. NEVER move the urn with hot water inside.
6. Repairs to electrical appliances are only to be undertaken by trained personnel. Repairs by untrained professionals can be dangerous.
7. To protect against fire, electric shock and injury to persons do not immerse the cord, plug or urn in water or any other liquid.
8. Unplug from the power socket when not in use and before cleaning. Allow to cool before putting on or taking off parts, and before cleaning the appliance.
9. Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions, or has been damaged in any manner. This appliance must be earthed.
10. The use of accessories not recommended by the manufacturer may result in fire, electric shock or injury.
11. Do not let the cord hang over the edge of the table or counter, or touch a hot surface.
12. Do not place on or near a hot gas or electric burner, or in a heated oven.
13. Operate on a firm, flat surface out of reach of children.
14. Do not operate on a metal surface.
15. Do not use the urn for anything other than its intended use.
16. To disconnect from the power supply, ensure that switch is in the “Off” position and remove plug from the power socket. Always hold the plug, never pull the cord.
17. The metal body of the urn will become hot when operated, so do not touch with bare hands. Use the tap and handles only.
18. Do not let the urn operate without water.
19. Avoid contact with steam when removing the lid from the urn after boiling.
20. Take care when dispensing the hot water from the tap.
21. Do not fill the urn past the MAX level, boiling water may spill out.
22. Ensure the lid is firmly closed and do not open the lid whilst boiling.
23. Never modify the urn in anyway. Unauthorised modifications will render your warranty invalid.
24. Do not switch on the urn if it is upside down or on its side.
25. Do not leave the urn unattended when in use.
26. Do not leave water in the urn for more than 2 days without boiling as it could stagnate. Empty the water out completely and refill if the urn has been stood idle over the weekend.

Catering Urns at a Glance

Operating Instructions

Before First Use
Before using the urn for the first time, fill with water to the MAX level, boil and discard.

Using your Urn
1. Place the catering urn on a stable, flat heat resistant surface, out of the reach of children.
2. Plug into a suitable power outlet, ensuring that the power cord is not stretched or could be accidently caught.
3. Remove the lid by turning it in an anti-clockwise direction and lifting.
4. Fill the urn with the required amount of water ensuring that the level is between the MAX and MIN marks. Do not overfill the catering urn. Replace the lid, ensuring it is locked into position.
5. Press the switch to the On position to boil and the red 'Heating' light will illuminate to indicate that the catering urn is heating the water.
6. Once the urn has boiled the water the 'Heating' light will go out and the orange 'Keep Warm' light will illuminate to indicate that the urn is in a state of preserving heat.
7. Use the thermostat dial to set the temperature you would like the urn to maintain the water at. If the dial is left at 100°C then the urn will continue to boil. If the water is left to boil this could activate the thermal cut out if the water is left to boil dry.
8. Water can be dispensed via the tap at the front of the urn.
9. The urn can be refilled at any time with cold water. Never carry the urn with hot water inside. Take fresh water to the urn. Use caution when removing the lid as there is a risk of scalding from the steam.
10. When the urn is not in use it is recommended to empty all water and switch the urn off using the ON / OFF switch and remove the plug from the socket.

⚠ *Thermal Cutout / Boil Dry Protection*

This catering urn is fitted with a thermal safety device which will switch off the urn in case of accidental overheating or if the urn is left to boil dry. To reset, disconnect from the power for approximately 30 minutes to allow the urn to cool down. Plug the urn back in again and press the reset button at the base of the urn. This may need to be done several times if the element has overheated.

Please note: If less than 1 litre of water remains in the urn the boil dry protection will activate. The urn will need to be reset as detailed above.

Descaling

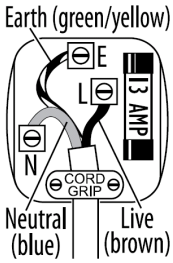
If allowed to build-up, limescale can cause the element to overheat and can cause the tap to stop working correctly. Regular checks need to be made of the inside of the urn for signs of limescale. It is important that limescale deposits are removed by using descaling tablets, powders or liquids. If you are in a hard water area, the urn may need to descaled every week. If you are in a soft water area then descaling the urn will not need to be carried out so often.

Cleaning and Care

- Before cleaning the urn, ensure it is disconnected from the power supply and has cooled down completely.
- Do not use abrasives or harsh cleaning solutions.
- Do not immerse the urn in any liquid. To clean the exterior and interior, use a slightly damp lint free cloth.
- It is advisable to remove limescale deposits at regular intervals. A household limescale remover can be used as long as the manufacturer's guidelines are followed.
- Use a small brush to clean the inside of the tap by moving it up and down inside the tap. Also use the brush to clean the tap connections inside the urn.
- Wash the tap handle in warm soapy water, rinse and replace.
- Do not use baking soda when cleaning as this can cause damage to the appliance.

Troubleshooting

Problem	Possible Cause	Solution
The urn does not work / Not heating the water.	1. Not properly plugged into the mains wall socket. 2. No electricity in the mains wall socket. 3. On/Off switch not turned on. 4. Safety cut-out activated.	1. Plug in firmly. 2. Check fuse or breaker. 3. Push on/off switch to on. 4. Empty the urn and allow to cool for 30 minutes. Press the reset button on the base of the urn and refill with water.
The urn cuts out before it boils.	1. Large build up of scale in the urn. 2. Urn overheated and activated the thermal cut out.	1. Use a descaling agent to clean the urn. 2. Empty the urn and allow to cool for 30 minutes. Press the reset button on the base of the urn and refill with water.
Urn scales up quickly.	1. You live in a hard water area.	1. Regularly de-scale your urn.
Tap is leaking.	1. Lime scale build up.	1. Regularly de-scale your urn to prevent lime scale affecting the tap function. Spare taps can be purchased at www.igenix.co.uk .



This product must be earthed and fitted with a 13A BS1363 plug. Fit the green/yellow wire to E, the blue wire to N and the brown wire to L. Fit the cord grip. If in doubt, call an electrician. Don't use a non-rewireable plug unless the fuse cover is fitted. If you remove the plug, dispose of it.

IG4008 Should be fitted with a 5A fuse.
IG4015 / IG4020 / IG4030 Should be fitted with a 13A fuse.

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Postal Address:
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Ransomes Europark,
Ipswich, IP3 9RR

When writing or emailing us to report a fault please ensure you attach a copy of your proof of purchase. Please retain your original